

YOUNGSTOWNSM
WATER DEPARTMENT



ANNUAL REPORT 2017

STRUCTURE

The Youngstown Water Department is made up of two distinct units. The City Hall unit performs the functions of: meter reading, billing, collections, and information systems management. The responsibilities of the West Avenue unit include: construction, engineering, meter installation, and vehicle maintenance.

April 1, 2018

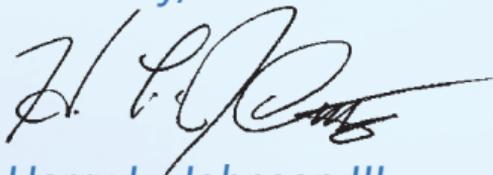
To Our Valued Customers:

On behalf of the Mayor, City Council and the employees of the Youngstown Water Department, I am pleased to present our Annual Report for 2017. We believe that communication is a critical component of providing quality service to the more than 150,000 customers who count on us.

This information was compiled to raise awareness about how our operation impacts your daily life. The report contains information on the various operations of the department including construction, meter reading, inspection, collection, meter installation, management information systems, and clerical activities.

Thank you for being supportive of our department and the work we do.

Sincerely,



*Harry L. Johnson III
Water Commissioner*

METER READING DIVISION

This division is responsible for reading the meters in the City of Youngstown and Austintown Township and in parts of Liberty Township, Boardman Township, Canfield Township, and Mineral Ridge. At times, a water bill might be estimated for various reasons (inclement weather, available staff, meters out of repair, unable to reach meter due to fence, etc.). The City of Youngstown is currently in Year 2 of a five year plan to change all meters within the system. This will allow for consistent meter reading while minimizing the need for estimates.

TABLE 1: 2017 Meter Reading Division Data

| | |
|--------------------|---------|
| Finals Taken | 4,796 |
| Pit Meters Read | 1,835 |
| Meter Reader Reads | 467,055 |
| Tower Reads | 99,478 |

BILLING AND INFORMATION DIVISION

This division is responsible for the monthly billing and mailing of 52,150 water accounts. Employees are responsible for handling any questions and/or concerns that the general public may have regarding the water bill. Another function of this division is to balance and post payments that are received on a daily basis. This division's primary customer contact is via phone, mail, and/or office visit.

TABLE 2: 2017 Billing and Information Division Data

| | |
|--------------------------|---------|
| Phone Calls | 124,067 |
| Pieces of Mail Processed | 208,940 |
| Walk-in Customers | 45,800 |

COLLECTIONS DIVISION

This division is responsible for enforcing payment via service disconnection of delinquent accounts.

TABLE 3: 2017 Collections Division Data

| | |
|-----------------------|-------|
| Accounts Disconnected | 6,141 |
| Accounts Restored | 4,139 |

MANAGEMENT INFORMATION SYSTEMS

Examples of Responsibilities:

- Process meter reads, apply customer payments and post to accounts
- Process billing information and print water bills
- Produce all relevant reports for payments, meter reads, billing, work orders, shutoff notices and other related reports
- Produce reports and data for affiliated departments and outside agencies
- Maintain software and equipment for all data processing and online access for office staff
- Backup data and archive all billing and financial information

Customers now have the ability to electronically pay their bills through three accepted methods:

1. On-line Credit Card directly on the YWD website
2. Bill Pay Center through your bank
3. Auto Deduct Bank Draft

TABLE 4: 2017 MIS Data

| | |
|--------------------------|---------|
| Auto Deduct | 48,048 |
| Credit Card Payments | 124,143 |
| Huntington Bank Lock Box | 98,756 |

METER DIVISION

Examples of Responsibilities

- Review and approval of all new construction plans
- Inspection of all new construction
- Installation of new meters for new water services
- Replacement of defective/inoperative meters
- Review, monitor, and terminate inactive accounts
- Review all accounts for improper water usage/consumption
- Install meter radio transmitting equipment
- Reactivation of terminated/inactive water services

During 2017, the meter shop processed the following:

| | |
|-------------|-------|
| Phone Calls | 5,051 |
|-------------|-------|

Work orders completed were:

| | |
|-----------------------------|-------------|
| Meter and MXU Installations | 5,553 |
| <hr/> Total Work Orders | <hr/> 9,764 |



ENGINEERING DIVISION

Examples of Responsibilities:

- Water volume and quality issues
- Federal and State E.P.A. regulations
- Engineering inspection services for new water mains
- Operation and maintenance of 7 water tanks and 6 pump stations
- Micro-Comm pumping station and storage tank telemetry system
- Permanent record measurements and drawings
- New equipment procurement
- Construction materials and supplies procurement
- Check water leaks
- Locating our facilities per Ohio Utility Protection Services
- Coordinate with O.D.O.T., Mahoning County, Trumbull County, Austintown Twp., Liberty Twp., Canfield Twp., and Boardman Twp., for construction projects

**TABLE 5:
2017 Engineering Division Data**

| | |
|--------------------------|-------|
| Ohio Utility Protection | |
| Service Orders Completed | 9,000 |
| Engineering Work Orders | |
| Completed | 975 |
| Inside Leak Notices | 117 |
| Backflow Valves Tested | 2,149 |

Main Line Extensions in 2017:

| Location | Size (in) | Length (ft) |
|-------------------------------------|-----------|-------------|
| Clarkins | 8 | 1,659 |
| Fox Den | 8 | 653 |
| Adams (between Andrews & Meadow) | 8 | 114 |
| My Way Drive | 8 | 575 |

Main Line Replacements in 2017:

| Location | Size (in) | Length (ft) |
|-------------|-----------|-------------|
| N. Meridian | 12 | 6,321 |

CONSTRUCTION DIVISION

The construction division is responsible for all aspects of construction and repair for the Water Department.

Examples of Responsibilities:

- Repairing water breaks
- Installing water services (3/4" - 2") including the tap
- Tapping water mains (4" - 12")
- Repairing and installing main line valves
- Installing and repairing fire hydrants
- Installing and repairing all fittings and valves from the water main to the curb cock including the curb box and rod
- Checking and painting fire hydrants
- Dress and seed (yard restoration)
- Repairing roads, driveways, and sidewalks (curbs included)
- Maintaining tanks and pump stations (grass cutting, leaves)

TABLE 6: 2017 Construction Division Work Order Data

| | |
|---|-------|
| Leaks and Breaks Repaired | 285 |
| Fire Hydrants Checked | 7,353 |
| Fire Hydrants Repaired | 112 |
| Fire Hydrants Replaced | 79 |
| Fire Hydrants Painted | 2,625 |
| Water Services (tap & installed) 3/4" - 2" | 61 |
| Water Taps 4" - 12" | 16 |
| Main Line Valves Checked | 667 |
| Main Line Valves Repaired or Replaced | 56 |
| Misc. Work Orders (rods, curb boxes, etc.) | 2,294 |
| Dress & Seed (yard restoration) | 2,307 |
| Pump Stations & Storage Sites (maintaining grass and leaves, etc.) | 14 |

TABLE 7: 2017 Paving Crew Data

| | |
|-------------|-----|
| Sidewalks | 210 |
| Driveways | 135 |
| Curbs | 53 |
| Street Cuts | 293 |

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